

1	2	3	4	5	6	7
15.	Madhya Pradesh	237100	167050	167850	162200	190985
16.	Maharashtra	1037550	1012350	1038800	1119950	1167702
17.	Orissa	114300	112850	109600	117000	120333
18.	Pondicherry	52300	47900	48550	55450	75000
19.	Punjab	371150	353900	337900	354500	411627
20.	Rajasthan	248850	239500	246300	275200	319677
21.	Tamil Nadu	1063350	987700	988850	1020550	1122270
22.	Uttaranchal	17900	21450	23700	22900	27089
23.	Uttar Pradesh	429650	432300	435900	453000	516685
24.	West Bengal	535250	568000	568000	598900	616043
TOTAL (ALL-INDIA)		7159350	7000350	7082300	7570200	8400526

Working conditions of employees in call centres

837. SHRI PRASANTA CHATTERJEE: Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a) whether Government propose to conduct a detailed study on the working conditions of employees engaged in call centres; and

(b) if not, the reasons therefor?

THE MINISTER OF STATE OF THE MINISTRY OF LABOUR AND EMPLOYMENT (SHRI OSCAR FERNANDES): (a) and (b) V.V. Giri National Labour Institute, an autonomous society under the Minister of Labour and Employment is mandated to carry out research and training on labour related issues. Its faculty enjoys considerable academic freedom in selecting the theme and the subject matter of research projects. As per this practice a micro-level study relating to labour in Business Process Outsourcing was conducted by one of the Associate Fellows of the Institute. The study was conducted during 2003. The report of the study was based on the findings of the field survey conducted among 277 customer care agents from six call centers in Noida, Uttar Pradesh. That way the study was based entirely on the responses of call centre agents in a limited geographical cluster.

The study evaluates the perceptions of work experience of the call centre agents to throw light on the potentialities and possible problem areas of human relations in order to strengthen the sustainability of the industry in the longer term. It does not represent the view of all the actors in the industry and does not purport to represent the entire BPQ sector in the country. Moreover, the views expressed in the report are of the concerned researcher and not of the institute or of the Ministry of Labour & Employment.

Coverage of eligible employees by ESI

838. SHRI PRASANTA CHATTERJEE: Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a) whether the ESIC conducted any survey to assess the number of eligible employees yet to be covered under ESI; and

(b) if so, what steps have been taken to achieve the targets?

THE MINISTER OF STATE OF THE MINISTRY OF LABOUR AND EMPLOYMENT (SHRI OSCAR FERNANDES): (a) and b) Yes Sir, the surveys are conducted from time to time.

- (i) During the year 2005-06, a target of implementation of ESI Scheme in 76 new areas/centres for coverage of 1.54 lakh employees was fixed. As against this target, the scheme has been implemented in 90 new geographical areas covering 1.69 lakh employees.
- (ii) A special drive for coverage of uncovered workers was launched in 2005-06 in all the regions during the period 01.11.05 to 15.11.05 and 56,091 new workers were covered.
- (iii) During the year 2005-06, 28,020 surveys were conducted in the implemented areas of all regions.
- (iv) During the current year, 10,513 surveys have been conducted and 5813 new units were covered with 1.25 lakh new employees.

Protection to unorganized labour in ship-breaking industry

839. SHRI MOINUL HASSAN: Will the Minister of LABOUR AND EMPLOYMENT be pleased to state: